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Connecticut Department of Social Services
Making a Difference

State of Connecticut Department of Social Services

ImpaCT – Project Overview and Update

June 10th, 2014

Agenda

- Background
- DSS Future Vision – ImpaCT System
- Key Project Information
- Project Milestones and Timeline
- ImpaCT Project Status Summary
- Risk/Issue Summary
- Next Steps

Background

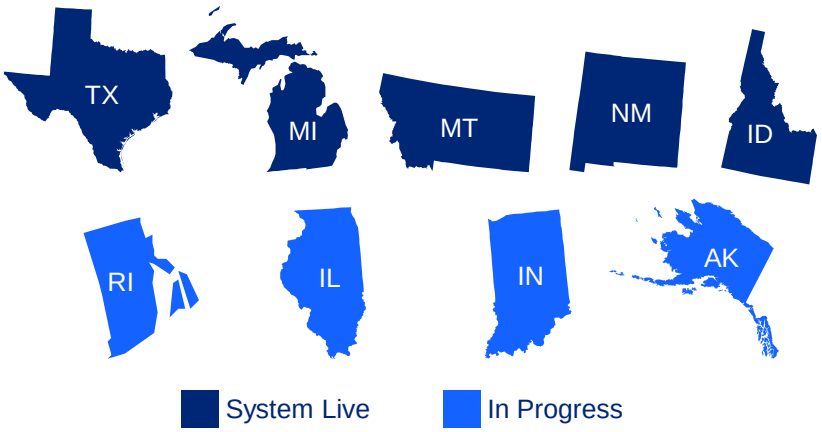
DSS is currently pursuing a strategy of streamlining access to and modernizing the administration of the programs it offers to the citizens of the State of Connecticut.

- DSS offers cash, nutritional and medical programs that serve nearly 800K citizens
- 12 regional offices and 800 eligibility staff
- Approximately 40,000 applications per month
- EMS legacy system (went live in 1989):
  - Supports eligibility determination of most DSS programs
  - DSS is operationally challenged by the constraints of the system
- ConneXion (Xerox) supporting Husky B (CHIP) program
- ConneCT / ahCT now providing self-service and worker tools
- We are transferring, assembling and reusing existing assets (both from within CT and from other States)

The delivery of DSS services has a significant impact on the lives of many Connecticut citizens. A dedicated and committed effort is required to make the ImpaCT project successful and enable efficient DSS service delivery.

Integrated Eligibility – National Snapshot

Other Similar Implementations



Bringing National Experience to CT

Stanley Stewart, ImpaCT Project Director:

- Former Deputy Chief of Staff for Eligibility Integration, Texas Health and Human Services Commission
- Former Chief Deputy Director, Michigan Department of Human Services

Deloitte, System Integrator:

- System Integrator for ConneCT and ahCT
- Doing Similar Work in 23 States
- Multiple Successful IE and HIX Projects

Technical Size, Scale and Complexity

The technical characteristics of ImpaCT are as follows:

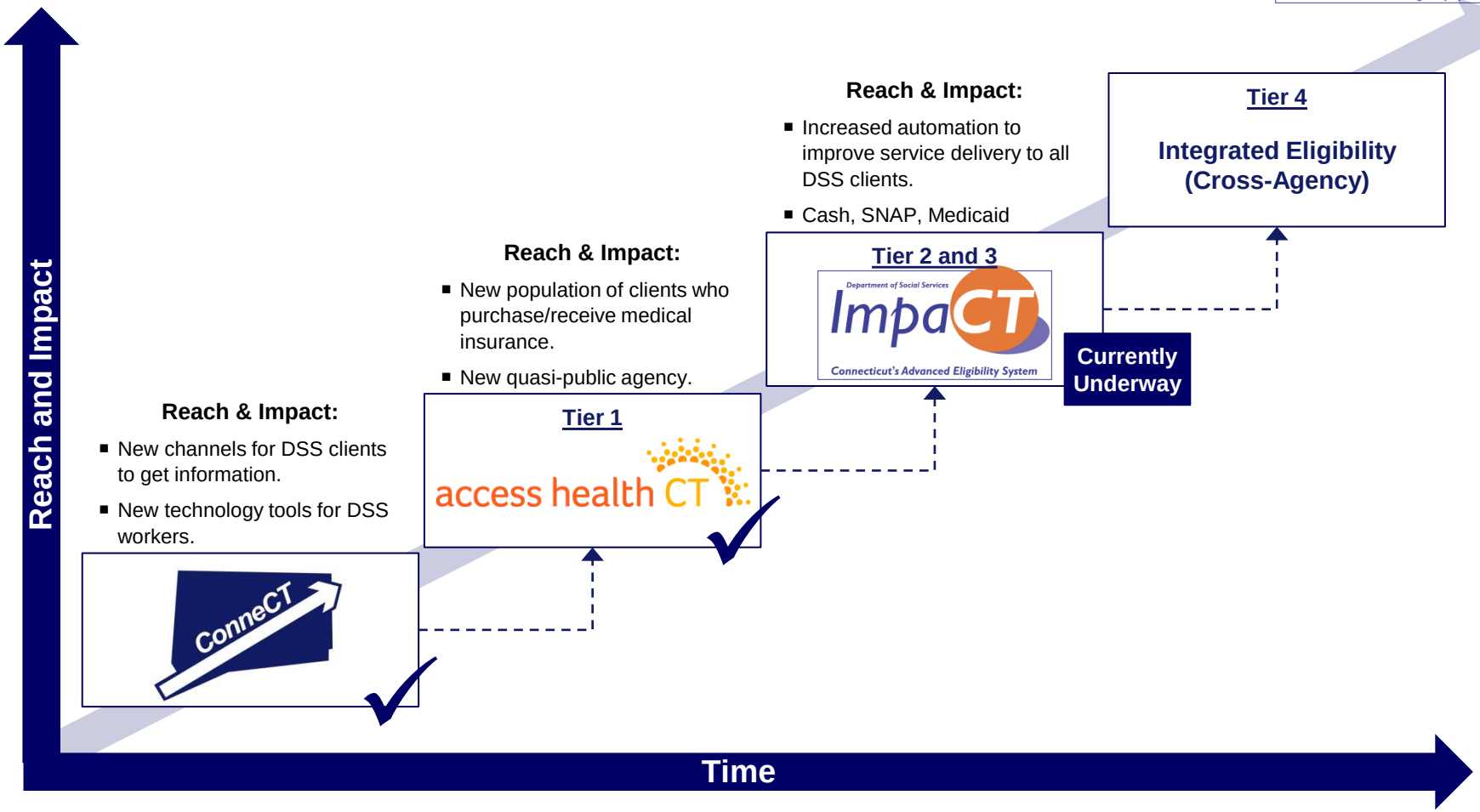
- 1,000+ Staff Users Anticipated
- Supports citizens to file applications online
- 300+ Screens
- Over 2.5M Lines of Java Code
- 120 Reports
- 100 Interfaces
- 50 Correspondences (Notices)
- 250+ Batch Programs

Stakeholders / Product Services

Development of ImpaCT is performed by the following stakeholders and includes commercial off-the-shelf (COTS) products:

- DSS – Requirements, Design, Implementation and Change Management
- BEST – Infrastructure, Architecture and Hosting
- Deloitte – Design, Development, Testing and Training
- First Data – QA / Testing
- KPMG – PMO
- COTS Vendors – IBM, Adobe, Corticon

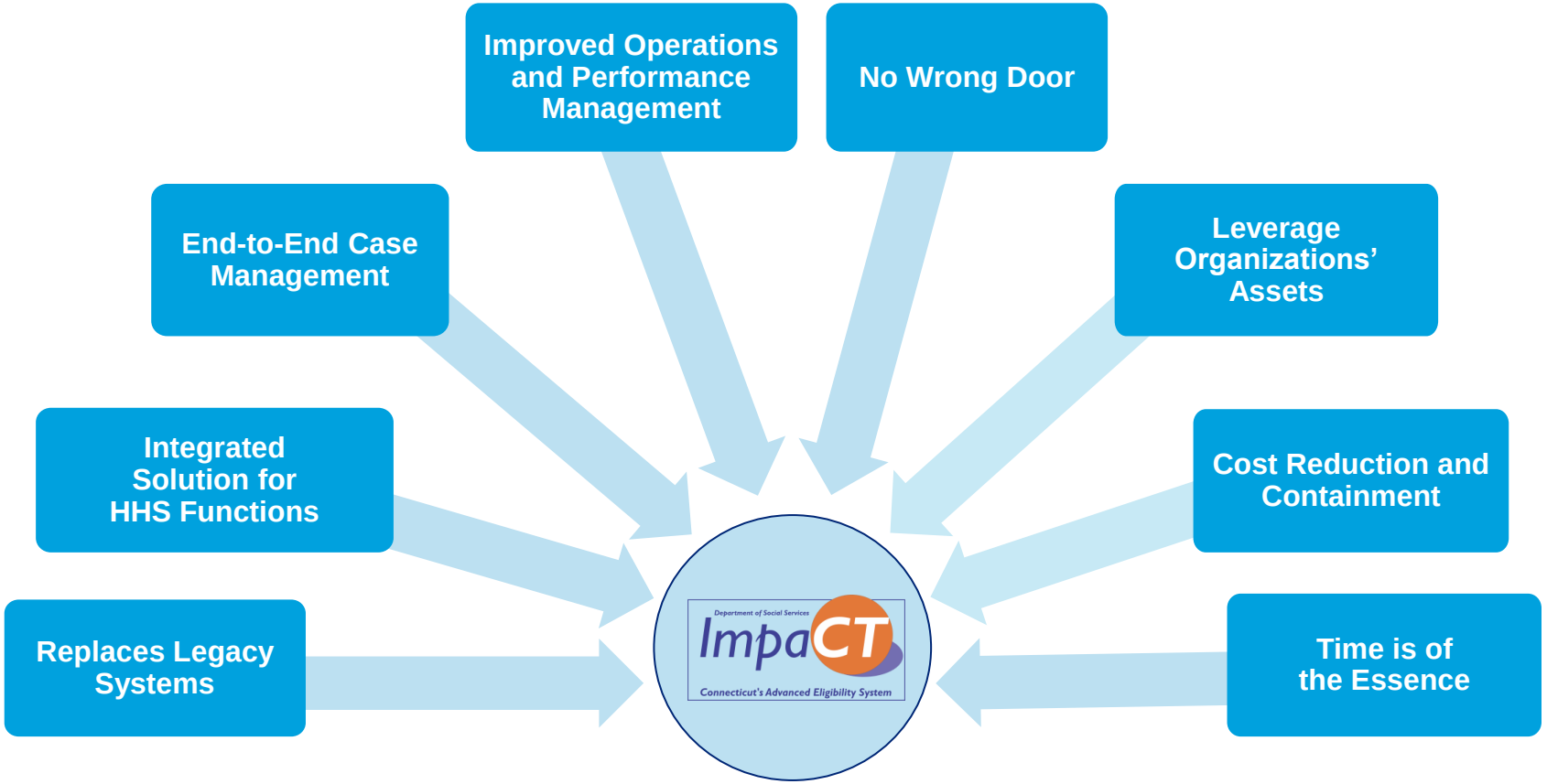
Building on Incremental "Wins" for Connecticut



These projects build on each successful milestone to increase reach and impact.

DSS Future Vision - ImpaCT System

ImpaCT will provide a simpler, more accessible eligibility determination process and an integrated platform for the citizens of Connecticut and workers



*ImpaCT – Integrated Management Process and Accountability System for CT

Key Project Information

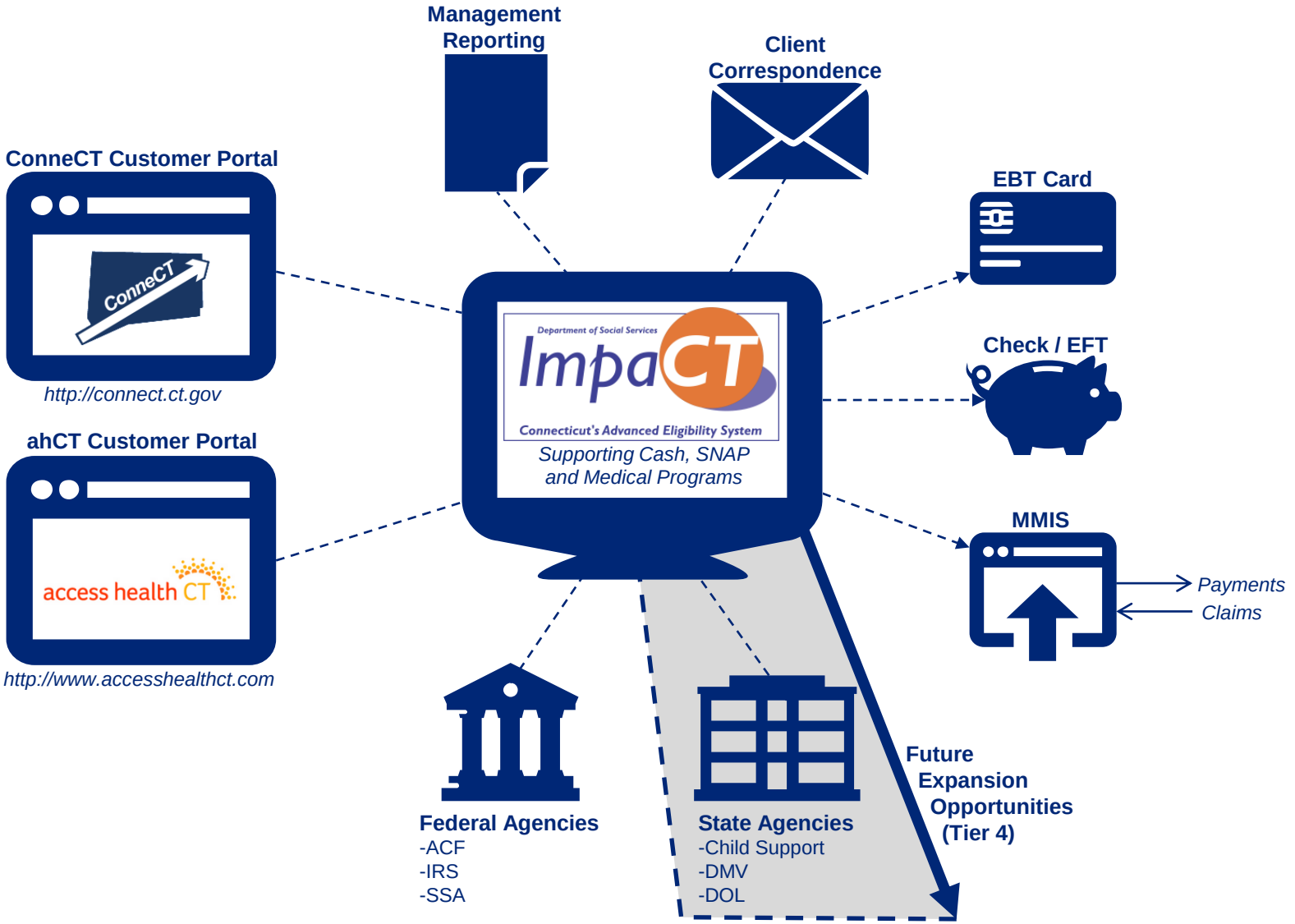
Benefits	Critical Success Factors
• Simplify Citizen Access • Make Eligibility Determination Simpler, More Accessible, and Client Centric • Maximize Modern Information Technology Architecture • Improve Data Sharing • Cost Reduction and Containment • Drive Down Maintenance Costs	• Commitment to Consolidated Schedule • Approach to Reuse Applicable Business & Technical Services • Meeting ACA Implementation Deadlines • State & Federal Cooperation

A typical IES implementation takes more than 2 years.
An aggressive timeline limits the opportunity to substantially change the base solution.

Why Now?

- Alignment with Department's Modernization Strategy
- 25 Years Old Mainframe Legacy System Challenges
- Advantageous Federal Funding
- Opportunity to Consolidate and Integrate Systems

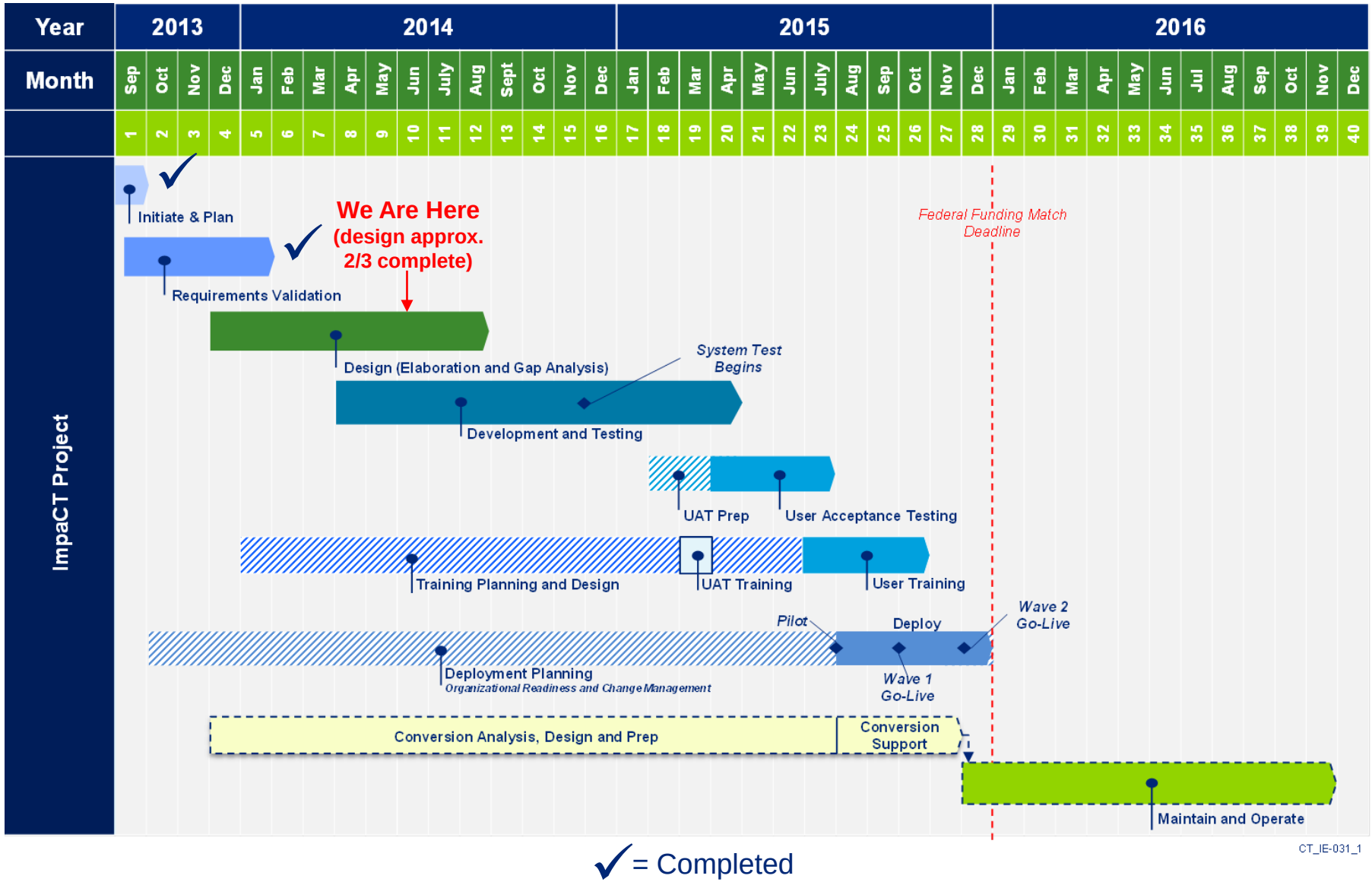
ImpaCT System – Implementing Tiers 2 and 3



Key Project Milestones

Milestone	Milestone Date
Project Start	✓ September 2013
Requirements Complete	✓ February 2014
Design Complete	September 2014
Development Complete	April 2015
Testing Complete	July 2015
Pilot Start	August 2015
Wave 1 Start	October 2015
Wave 2 Start	December 2015

Overall Project Timeline



✓ = Completed

ImpaCT Project Status Summary

Indicator	Current Rating	Explanation / Rationale
Progress Against Plan	→	• Plan is on-track
Issues & Actions	→	• See ‘Risk/Issue Summary’ slide
Deliverables	→	• No significant issues/delays
Risks	→	• See ‘Risk/Issue Summary’ slide
Quality	→	• No significant quality issues
Staffing	→	• See ‘Risk/Issue Summary’ slide
Relationship	→	• No significant relationship issues

→ Steady ↑ Improving ↓ Declining

Risks / Issues Summary

Risk / Issue	Mitigations / Actions Required
Aggressive project timeline	• Strict management of scope and schedule
Limited ahCT resources - ahCT has limited resources to participate in the sessions for ahCT and ImpaCT integration. Without ahCT involvement and key ahCT resources to make decisions in design sessions, the process will be delayed.	• DSS, ahCT, and Deloitte are working to identify resourcing solutions to provide adequate coverage for project activities.
Conversion activities behind schedule and impacted by a shortage of mainframe/ahCT knowledgeable resources.	• Reviewing work plan and realigning activities to include parallel mapping and functional design. • DSS, ahCT, and Deloitte are working to identify resourcing solutions to provide adequate coverage for project activities.
Shortage of EMS Subject Matter Experts	• DSS has brought 3 resources from Deloitte to support technical activities while the available DSS resources can provide subject matter expertise for ongoing design activities
Data Center move to Groton is expected to take place during the same time as the ImpaCT system is planned for go-live	• Need to discuss and realign plans, where appropriate
ImpaCT implementation/conversion is scheduled to overlap with the ahCT Open Enrollment period in 2015.	• DSS and ahCT discussing potential mitigation options.